

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

January 14 - [City Council Meeting Agendas](#)

Looking Ahead

Monday, January 6: School Board work session

Tuesday, January 7: Planning Commission work session

Wednesday, January 8: Board of Zoning Appeals meeting; INSIGHT begins; Christmas trees collected curbside

Thursday, January 9: Community Policy & Management Team meeting

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Happy New Year from the City of Winchester and thank you to the First Night Winchester organization for another great event!

City Manager's Takeaways

This edition of the Week In Review report covers two weeks (week of December 23 and December 30).

Met with leadership of Winchester Fire and Rescue to review, update and clarify data provided to the consultant completing the Long Range Master Plan for Fire and Rescue services in the City. The plan is expected to be completed in March so recommendations can begin to be incorporated in the FY2021 City Manager's Recommended Budget.

Public Safety

Winchester Police

- Received and reviewed certified officer applications.
- Completed 2 tow truck inspections and approved 2 taxi companies.
- Finished and submitted HOPE canvas to First Night Winchester.
- Identified theft suspect through social media post.
- Crime stats (12/19-12/29):
 - Crimes against persons (felony) - 11
 - Crimes against persons (misdemeanor) - 5
 - Burglaries (residential) - 2
 - Burglaries (commercial) - 0
 - Property crimes - 38

Winchester Fire and Rescue

- Assisted with the first volunteer academy live burn training in Shenandoah County.
- Conducted walk throughs at the main campuses for Grafton.
- Attended a Burn Building construction meeting - construction is one week ahead of schedule and the fire brick will be installed next week.
- Attended First Night Winchester briefing.
- Met with the Public Safety Behavioral Health Specialists.
- Provided First Night Winchester coverage for fireworks display.
- Met with Valley Health Safety Department to discuss egress lighting and signage.
- Conducted two fire investigations: Rubbermaid Corporation for an accidental fire and an incendiary fire involving a Johnny Blue.

Emergency Management

- Conducted the final briefing leading up to First Night Winchester.
- Managed the Unified Command Center during the First Night Winchester Event.
- Prepared portable radios for the police and fire departments.
- Assisted the Communications Department with UAV (drone) flight for promotional videos.
- Relocated the Mobile Command Unit to the new Parks maintenance facility.

Police Activity	# (12/19-12/29)
Calls for Service	1,159
Crash Reports	15
DUI/DWI	2
Alarms/False Alarms	40/40
Directed Patrols	62
Directed Patrols (OTW)	9
Extra Patrols	177
Extra Patrols (OTW)	3
Traffic Citations	39
Traffic Warnings	46
BWC requests	-
Special Events Permits Received/ Approved	1/1 73 YTD

Fire Activity	Fire Activity
Fire	5
Overpressure	0
EMS/Rescue	153
Hazardous Cond.	4
Service Call	15
Mutual Aid Given	18
Good Intent	11
False Alarms	9
Special Incident	1
Plan Review	0
Reinspections	3
Inspections	12

Development Services

Planning

- Continued work on the Comprehensive Plan update including revisions to the update of Chapter 7 (Housing), Chapter 8 (Community Facilities) and initial update and review of Chapter 9 (Future Development).
- Prepared and electronically distributed agenda packet for the January 7, 2020 Planning Commission work session and the January 21, 2020 regular meeting. A site plan public hearing on the Senior Living Center at 333 W. Cork Street is the main item on the agenda. The Commission will also review a small right-of-way vacation request along Meadow Branch Avenue and a Corridor Enhancement request at 802 E. Cork Street where modifications were made without securing CE approval.
- Prepared and distributed agenda packet for the January 2, 2020 Board of Architectural Review (BAR) meeting last week and then staffed the meeting this week.
- Planning Director gave a talk on December 31, 2019 about current planning projects and the Comprehensive Plan update to a local social organization during a lunch meeting.
- Met with engineers and surveyors working for private property owners and developers regarding private development projects.

Economic and Workforce Development

- Reviewed revolving loan application.
- Worked on billing process for the Economic Development Authority annual bond administration fees.
- Worked with the owners of the Taylor Hotel on finalizing their loan payoff.
- Conducted three (3) business retention/expansion meetings with Winchester businesses.
- Met with businesses and developers interested in Winchester.

Arts and Vitality & Old Town

- Hosted First Night Winchester event headquarters inside Old Town Winchester Welcome Center.
- Assisted 23 people in the Old Town Welcome Center.
- Held the January Old Town Advancement Commission meeting.
- Held a downtown events task force meeting.
- Compiling information for an informational piece to assist in Old Town Advancement Commission board member recruitment.

Winchester/Frederick County Tourism

- [Tourism Tuesday segment](#) aired on The River 95.3 on Christmas Eve – focus was BBQ restaurants and the importance of patronizing our local restaurants.
- Did a social media push on December 27 commemorating Spottswood Poles' birthday.
- Reached out to the Negro Leagues Baseball Museum in Kansas City about partnering on creation of Spottswood Poles merchandise for our Gift Shop; negotiations currently in progress.
- Continued ad sales for the upcoming 2020 Official Visitor Guide.
- Distributed existing Visitor Guides to 30+ hotels and businesses before New Year's Eve.
- Attended the monthly Shenandoah Valley Tourism Partnership meeting on January 2; focused primarily on new organizational strategy that Virginia Tourism is currently working on.
- Held our third Newcomer's Welcome Event at the Visitor Center on January 2 – attendance was triple of the last event in October. Partners in attendance were the City and County governments, City and County Parks and Recreation, Shenandoah Valley Discovery Museum and Handley Regional Library.
- Held a Tourism Board Marketing Committee meeting; covered primarily the Virginia Tourism Commission Marketing Grant marketing items.

Zoning and Inspections

- Completed (12/19-12/29):
 - 78 building permit inspections and issued 223 building permits (\$555,537)
 - 262 code enforcement inspections and initiated 88 new cases
 - 3 new business reviews (1 certificate of business, 2 certificate of home business)
- Removed 23 signs from the public right-of-way (YTD=379)
- Significant projects:
 - 460 University Dr. – new a/c & furnaces (\$110,000.00)
 - 1460 University Dr. – new plumbing fixtures (\$150,000.00)

Permit #	Type	Address	Description	Value
19 00004330	MECH	141 N WASHINGTON ST	REPLACE GAS BOILER	\$7,000
19 00004326	RREM	427 N LOUDOUN ST	REMOVE FLOOR SYSTEM, REPLACE W	\$5,000
19 00004336	MECH	800 KINZEL DR	REPLACE A/C & FURNACE	\$4,500
19 00004336	NGAS	800 KINZEL DR	REPLACE A/C & FURNACE	\$50
19 00004321	PLBG	919 E CORK ST	REPLACE FIXTURES	\$2,500
19 00003703	RADI	103 E PICCADILLY ST	REMOVE & REPLACE EXISTING ANTE	\$5,000
19 00004307	PLBG	905 WAYNE DR	REPLACE W. HEATER	\$1,000
VARIOUS	PLBG	VARIOUS	EXPANSION TANK (x196)	\$39,200

Permit #	Type	Address	Description	Value
19 00004321	RREM	919 E CORK ST	REAR ADDITION	\$18,700
19 00004306	MECH	1701 HENRY AVE	REPLACE AIR CONDITION/ FURNACE	\$13,000
19 00004307	MECH	905 WAYNE DR	REPLACE AIR COND/ FURNACE	\$15,000
19 00004321	MECH	919 E CORK ST	REPLACE FURNANCE	\$7,000
19 00004039	MECH	1460 UNIVERSITY DR	NEW A/C & FURNACES	\$110,000
19 00004039	PLBG	1460 UNIVERSITY DR	NEW FIXTURES	\$150,000
19 00004512	NGAS	719 ACADEMY CIR	PIPING & NEW RANGE	\$1,000
19 00003556	MECH	1411 S LOUDOUN ST	NEW HEAT PUMPS	\$14,000
19 00004243	ELEC	2584 2606 VALLEY AVE	SIGN CONNECTION	\$200
19 00004533	PLBG	525 GRAY AVE	EXPANSION TANKS	\$800
19 00003704	ELEC	505 ELM ST	ADDITION W/ SVC UPGRADE	\$2,500
19 00003709	ELEC	128 MEDICAL CIR	REMODEL	\$7,000
19 00004528	PLBG	2240 WILSON BLVD	EXPANSION TANKS	\$200
19 00004470	ELEC	202 E CORK ST	ADD STROBE LIGHTS	\$200
19 00003518	ELEC	1944 VALLEY AVE	RESTROOM REMODEL	\$31,980
19 00004535	PLBG	110 W CORK ST	EXPANSION TANKS	\$200
19 00003218	ELEC	305 E BOSCAWEN ST	NEW BLDG	\$35,000
18 00000138	MECH	1600 AMHERST ST	REPLACE ROOF TOP UNIT	\$7,500
19 00004469	ELEC	426 W CLIFFORD ST	REMODEL 19-2181	\$6,000
19 00002741	PLBG	607 E JUBAL EARLY DR	NEW FIXTURES	\$25,000
19 00003380	RREM	209 N KENT ST	INTERIOR REMODEL	\$0
19 00003380	PLBG	209 N KENT ST	NEW FIXTURES	\$8,000
19 00004541	MECH	186 HAWTHORNE DR	VENTED FIRE LOGS	\$1,000
19 00004541	LGAS	186 HAWTHORNE DR	VENTED FIRE LOGS	\$0
19 00004509	MECH	1051 WOODLAND AVE	REPLACE GAS FURNACE	\$2,500
19 00004328	SIGN	711 MILLWOOD AVE	BLDG MOUNTED SIGN	\$10,000
19 00003729	DEMO	1928 VALLEY AVE	DEMO OF BUILDING	\$16,000
Total: 223				\$555,537

Public Services

- Provided assistance for the First Night activities.
- Progress continued on the multiple capital improvement projects under construction but was slowed somewhat due to the holidays.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	6,703
Water service lines replaced (number)	0	368
Water meters replaced (number)	73	3,038
Sanitary sewer mains replaced/lined (linear feet)	314	6,214
Sanitary sewer laterals replaced (number)	0	102
Sanitary manholes replaced (number)	0	41
Sidewalks replaced (linear feet)	412	35,348
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	13.35	Lane miles
	Potholes repaired	1	193	#
	Mowing	0	373.25	Acres
	Miles of streets swept	78.5	2,666.63	Miles
	Tons of leaves hauled	64	435.56	Tons
Trees	Dead/diseased trees removed	1	246	#
	Trees trimmed	1	581	#
	Stumps removed	0	240	#
Traffic	Street signs Installed/replaced	12	410	#
	Pavement markings repainted (City)	0	11,210	Linear feet
	Pavement markings repainted (contractor)	8,915	646,279	Linear feet
Refuse & Recycling	Refuse collected	257.55	6,587.73	Tons
	Recycling collected	58.47	2,420.48	Tons
	Large item pickups	6	212	#

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Transit	Total passengers	4,066	136,208	#
	Revenue miles pick up/drop off	6,126	194,183	Miles
	Revenue hours pick up/drop off	576.43	17,926.57	Hours
Utility billing	Payments processed	2,276	73,097	#
	New bills mailed out	2,188	74,583	#
	Water services turned off (non-payment)	28	543	#
Water treatment plant	Average daily water demand	5.37	6.14	Million gallons/
	Peak daily water demand	5.75	7.74	day
Wastewater treatment plant	Average daily flow treated	5.67	7.91	Million gallons/
	Peak daily flow treated	6.07	20.04	day
Water distribution and wastewater collection	Water main breaks repaired	5	32	#
	Water meters read	1,809	76,890	#
	Fire hydrants flushed	0	1,315	#
	Sewer mains cleaned	4,405	137,122	Linear feet
	After-hours call outs	10	348	#
Engineering	Site plans reviewed	0	141	#
	Floodplain permits issued	0	117	#
	Utility as-builts reviewed	0	12	#
	Right-of-way permits issued	10	271	#
	Land disturbance permits issued	0	13	#
	Stormwater facility inspections	0	200	#
	Erosion and sediment control inspections	20	1,992	#
	Erosion and sediment notices to comply	0	21	#
Facilities Maintenance	Work requests completed	33	1,065	#
	Special events assistance	2	49	#
	Maintenance of pedestrian mall	48	1,671	Staff hours
Equipment maintenance	Total repairs completed	90	3,905	#
Winchester Parking Authority	Work requests completed	13	396	#
	Special events - assistance provided	0	15	#
	Vandalism or property damage issues	0	22	#
	New monthly rentals	6	256	#
	Monthly rental cancellations	1	160	#
	Total monthly leases in all autoparks	+4	1,142	#
	Available monthly spaces in all autoparks	-5	270	#
	Hourly parkers (all four garages)	5,709	151,846	#
	Park-Mobile transactions	1,551	37,781	#
	Meter violations	304	10,177	#

Social Services

- Received 159 Benefit Program applications: 39 SNAP, 102 Medicaid, 5 TANF, 2 VIEW, 2 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 9 Home Energy Assistance Program
- Provided case management to:
 - 3,793 Medicaid cases
 - 1,533 SNAP cases
 - 59 TANF cases
 - 20 Auxiliary Grant cases
 - 22 individuals receive VIEW services
 - 52 families/97 children receive Child Care Subsidy Assistance.
- Provided case management to 3 Interstate Compact on the Placement of Children (ICPC) cases.
- Staff attended the ChildSafe Center Open House.
- Benefits staff completed annual Disaster SNAP training, which will prepare the team to provide and manage SNAP benefits in the case of large-scale disasters.
- Submitted Mid-Year Budget Requests to Virginia Department of Social Services. Requested additional funding of \$2,600 in Adult Protective Services/Adult Services budget to better serve the community. These funds are intended to be used through May 30, 2020.
- Began preparations for the upcoming Child and Family Services Review in February 2020.
- Upgraded the ADT security alarm panel in the Social Services' building.

Weekly Activity	#
Clients walk-ins/drop-offs	220/169
Child Protective Service referrals	7
Placed "on notice" for foster care entry by JDRC	8
Children in foster care	55
Entered/exited foster care	0/0
Adoption subsidy cases/adoptions finalized	60/0
Child Protective Service (CPS) case management load	42
Benefit program fraud & overpayment referrals/investigations/recoupment claims	1/2/100
CPS family assessments & investigations of alleged maltreatment	81
Family Service intakes/Family Services Prevention case management load	9/10
Adult Protective Service referrals	3
Adult services case management load	10
Adult guardianships/cases	2/76
Adult Protective Service investigations/intakes	18/2

Parks & Recreation

- Accepted applications for Lifeguard and Child Care Assistant positions.
- Completed installation of new sand filter for indoor pool and continued repairs at the outdoor pool.
- Began working on the 2020 spring/summer guide.

Support Services

Innovation & Information Services

- Completed testing with security awareness vendor on new Office 365 whitelisting rules for email delivery with attachments.
- Generated land use statistics in GIS maps for ESCI consultants (WFRD study).
- Received quotes to begin migration of Utilities outdated POIS server of architectural drawings to new platform.
- Upgraded GIS Portal servers (4 total) from version 10.6.1 to 10.7.1.
- Continued working on NEW Public Facing Tax Parcel Mapping application.
- Worked with PubWrks vendor to further adjust data to work within their software.
- Created custom popup window for Emergency Management OpenData GIS dashboard that will allow EM to see relationship data attributes associated with a shelter locations.
- Worked on program to convert to Paid Time Off and Medical Leave after year-end rollover.

Help Desk Requests	Count	Closed
Account Management	6	2
Applications	18	18
GIS	0	1
Hardware	10	10
Information Only	0	1
Infrastructure	3	5
No Action Required	6	7
Not Assigned	14	0
Procurement/Disposal	2	5
Reporting	0	1
Research	0	0
Total	59	50

Communications

- Distributed the December 23 CitE-News issue. [View](#)
- Handled 4 media requests for City information and staff interviews; 1 inquiry for WPD.
- Flew the drone to get footage for the Mayor's annual report video and finished editing draft.
- Continued laying out the City's printed 2019 Annual Report.
- Began editing the Public Services safety videos that were filmed in November.
- Completed various web and social media graphics and updates.
- Staffed table at the Newcomer's Welcome Event at the Visitors Center to provide City of Winchester information.
- Updated refuse/recycling flyers with 2020 information.
- Preparing for 2020 INSIGHT Citizen's Academy (begins 1/8/20).
- Configuring new TV channel equipment (City's government access cable channel 6 is offline until all updates have been made).
- Continued working on the new agenda management online portal design and assisted with testing the new camera system in the Council Chambers.
- Promoted New Year's schedule via notification system, website, and social media.
- Finished and submitted HOPE canvas to First Night Winchester.

311 Requests Received	#
FOIA	5
New Recycling Bin	4
Missed Trash/Recycling Collection	-
Trash on Property	1
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	-
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	-
Tall Grass	-
Water/Sewer Service	1
Citibot	-
Total/YTD (2019)	10/559

Date	City Press Releases
12/31	Stephens City man arrested for animal cruelty - read
1/2	Christmas trees to be collected curbside - reach
	Winchester Police investigate pedestrian killed by tractor-trailer - read
Date	Segments on WDVM
1/2	Winchester Police investigate pedestrian killed by tractor-trailer - watch

Date	Articles in <i>The Winchester Star</i>
12/21	Winchester's 275th Anniversary: Death knell for an army
	Tourism officials continue to highlight the region's African American history
12/23	1st night of Hanukkah celebrated at Apple Blossom Mall with menorah lighting
12/26	Neighborhood lighted for Santa
	Small fire at Rubbermaid quickly extinguished
12/27	Grand jury indicts 22
12/28	Top Local Stories of 2019: Gun rights supporters make case for 2nd Amendment sanctuaries
	Top Local Stories of 2019: Tensions between city, firefighters sizzle
12/30	Top Local Stories of 2019: Neighbors battle proposed senior-living center
	Your Views: Bah humbug!
12/31	City voters OK referendum for an elected school board
	New Winchester Circuit Court clerk sworn in
	Owner charged in deaths of dogs
1/2	First Night draws thousands downtown for New Year's Eve
1/3	Sleeping man crushed to death by tractor trailer
	Revised design brings property addition into code compliance
	Details emerge in Front Royal murder